

RECEPTIONIST/ASSISTANT

Department: Building & Capital Projects**Division:** **Reports to:** Building Official**Classification:** 11**FLSA Status:** Non-Exempt**Date Approved:**

Job descriptions/specifications are only intended to present a descriptive summary of the range of duties, tasks, and responsibilities associated with specified positions. Therefore, descriptions/specifications may not include all duties performed by the individual. In addition, description/specifications are intended to outline the minimum qualifications necessary for entry into the position/class and do not necessarily convey the qualifications of incumbents within the position/class.

DEFINITION

Under the general supervision of the City Building Official perform duties and tasks related to receptionist activities such as, telephone courtesy, general cash receipting, data entry, record keeping, typing, filing, and offers diversified clerical support to the Building department as well as clerical support to the Planning department related to telephone and front desk duties.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

(Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of reasonable accommodation.)

1. Serve as a representative of the City of Mesquite, demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
2. Answer incoming calls with courtesy and proper phone etiquette.
3. Correctly direct inquiries to appropriate individuals or department.
4. Fax and copy documents.
5. Perform clerical duties for the Building Department office and other departments as needed or required.
6. Assist with processing and issuance of building permits.
7. Assist with accepting cash and check receipting.
8. Be dependable and meet acceptable attendance requirements at all time.
9. Follow all applicable safety rules and regulations.
10. Assist with internet searches on City, County and other websites.

OTHER JOB FUNCTIONS

- A. Protect confidential information by preventing unauthorized release, both verbal and/or writing.
- B. Perform other related duties as assigned.
- C. Be willing to attend job-related training on and off-site as needed.

QUALIFICATIONS

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactory perform the essential functions of this position.

Knowledge of:

- English usage, spelling, grammar punctuation and vocabulary.
- Modern office procedures, methods and computer equipment.
- Various applications of Excel, Word, Word Perfect, Access and Caselle software, and PTWIN software.
- All City functions to provide information and direction to the public.
- Customer service needs and delivery.
- Exceptional filing skills.
- Telephone procedures and etiquette.

Ability to:

- Communicate clearly and concisely, both orally and in writing.
- Receive certification in customer services.
- Perform multi-tasks.
- Create and maintain a filing system.
- Type at a speed necessary for successful job performance.
- Establish and maintain effective working relationships with those contacted in the course of work, including a variety of City officials.
- Be dependable and punctual.
- Be honest and accountable.
- Operate computer equipment, (i.e. computer) ten key calculator, copier, fax, etc...

Experience, Education and Training:

Any equivalent combination of training, education and experience that provides the individual with the required knowledge, skills, and abilities to perform the job. A typical way to obtain the required knowledge and abilities would be:

<u>Education:</u>	High School diploma or G.E.D. An Associate's degree in a secretarial or clerical field preferred.
<u>Experience:</u>	One year experience as a receptionist with clerical/secretary duties.
<u>Training:</u>	Speak and write Spanish fluently preferred. Word or Word Perfect, Excel, and preferable Caselle Software.
<u>License or Certificate:</u>	Must possess, at the time of employment and continuously throughout employment, a valid driver's license.

WORKING CONDITIONS

Work is performed under the following conditions:

Duties require sufficient mobility to work in a typical office setting and use standard office equipment; sustained posture in a seated position for prolonged periods of time; vision to read printed materials and a computer screen, and hearing and speech to communicate in person or over the telephone. Occasional physical exertion is present when bending, twisting, reaching, standing, walking and stooping. Must be able to handle occasional stressful situations and must carry/lift/push or pull loads up to 30lbs.

The City of Mesquite is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals. The City of Mesquite encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.

Revised & approved: August 2005
Revised & Approved: September 2009 (Drivers License)